



**FINANCE AND ADMINISTRATION CABINET  
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**AGENCY CONTACT MEMORANDUM**

**TO :** Agency contacts  
**FROM:** Eric Morrison, COT Change Manager  
**DATE:** October 9, 2008  
**SUBJECT:** Change Process for Floor Space Only Equipment

The Commonwealth Office of Technology (COT) has defined a new process regarding the addition/modification/removal of "Floor Space Only" equipment located in the Commonwealth Data Center (CDC) at Cold Harbor. Floor Space Only is defined as hardware housed at the CDC that is not supported by COT, but it utilizes the infrastructure provided by COT (power, network, cooling). To provide quality service and maintain efficient infrastructure services, COT is required to record, track, and establish appropriate approvals for all changes that impact the common infrastructure backbone located at the CDC. All requests to add or remove hardware, power circuits, or network connections must be submitted for review by forwarding all such requests to the Commonwealth Service Desk via e-mail ([CommonwealthServiceDesk@ky.gov](mailto:CommonwealthServiceDesk@ky.gov)) or by phone (502-564-7576).

Requests submitted to the Service Desk will be entered into the change process and forwarded to appropriate areas for review and approval. These requests will be processed as quickly as possible, but customers need to submit their requests as early as possible to allow adequate time for review prior to the requested implementation date. All Change Requests must be submitted by approved Agency Technical Contacts. If you are unsure of your agencies' approved Technical Contact list, please contact the Commonwealth Service Desk for an updated listing.

Here is the information that should be submitted at the time of the request to allow for efficient processing:

- Customer's Name/E-mail/Phone/Cabinet/Agency/Office
- Business Importance of the Change (impact to your business)
- Urgency of the Change (timeframe)
- Requested Completion Date
- Detailed location and description of work being requested, including any specific duties that need to be assigned to individuals at COT
- Names of Systems being affected by the change

Please relay this information to all support staff that are involved in maintaining Floor Space Only equipment located at the CDC. The Commonwealth Office of Technology appreciates your cooperation and understanding.